

ORIGINAL
OPEN MEETING AGENDA ITEM

0000084258

ARIZONA CORPORATION COMMISS**UTILITY COMPLAINT FORM**

4700

Investigator: Greg Freeman**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2008 - 68046**Date:** 4/18/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Jack **Last:** Bernhart**Account Name:** Jack Bernhart**Home:** (000) 000-0000**Street:** N/A**Work:****City:** N/A**CBR:****State:** AZ **Zip:** 00000**is:****Utility Company:** Arizona - American Water Company**Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**04/18/2008-*****REFERRED BY COMMISSIONER MAYES' OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

Jack Bernhart, Sun City, is very unhappy w/AZ American's rate increase

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**04/18/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209- CUSTOMER DID NOT PROVIDE
CONTACT INFORMATION.

End of Comments

Date Completed: 4/18/2008**Opinion No.** 2008 - 68046**Substantiated/Un-Substantiated not yet determined****Notes:**Arizona Corporation Commission
DOCKETED

APR 21 2008

DOCKETED BY

me

RECEIVED
2008 APR 21 P 3:51
AZ CORP COMMISSION
DOCKET CONTROL

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68019

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Sidonie Cleymans

Account Name: Mrs. Sidonie Cleymans

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/18/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

From: guillaume [mailto:[REDACTED]]
Sent: Saturday, April 12, 2008 2:59 PM
To: Gleason-WebEmail
Subject: arizona-american water

as a sun city resident for several years I would like for you to take notice that I strongly oppose this fire flow improvement project. it is an unnecessary expense for the benefit of others. sun city has been doing just fine without it. thank you.

Mrs. Sidonie Cleymans

[REDACTED]
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

04/18/2008-SUBMITTED TO DOCKET CONTROL: W-01303A-07-0209

04/18/2008-Responded with the following e-mail to customer-

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-222-7000.

Greg Freeman
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68019

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Greg Freeman**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No. 2008 - 68026****Date:** 4/18/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** **Mary Ruth****Linde****Account Name:** Mary Ruth Linde**Home:** (000) 000-0000**Street:** N/A**Work:****City:** Sun City**CBR:** [REDACTED]**State:** AZ Zip: 00000**is:** E-Mail**Utility Company:** **Arizona - American Water Company****Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**04/18/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209From: Mary Ruth Linde [mailto:[REDACTED]]
Sent: Saturday, April 12, 2008 3:28 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail
Subject: Water Fire Flow Improvement Project

Dear Commissioners,

Please donot pass this Fire Flow Improvement Project. It is unfair to Sun Citizens to pay for this expensive project.

Mary Ruth Linde, Sun City
*End of Complaint***Utilities' Response:**N/A
*End of Response***Investigator's Comments and Disposition:**

04/18/2008-SUBMITTED TO DOCKET CONTROL: W-01303A-07-0209

04/18/2008-Responded with the following e-mail to customer-

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

WJ - 01303A - 07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-222-7000.

Greg Freeman
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68026

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Greg Freeman**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 - 68025**Date:** 4/18/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Shirley and Wes **Last:** Assink**Account Name:** Shirley and Wes Assink**Home:** (000) 000-0000**Street:** N/A**Work:****City:** N/A**CBR:** [REDACTED]**State:** AZ **Zip:** 00000**is:** E-Mail**Utility Company:** Arizona - American Water Company**Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**04/18/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

From: [REDACTED] [mailto:[REDACTED]]

Sent: Tuesday, April 15, 2008 4:27 PM

To: Gleason-WebEmail

Subject: Sun City_Youngtown

We find it very disturbing that an almost 1/3 increase in water cost should be considered for an area of senior citizens, some of whom are on fixed income.

Also that we are expected to pay 87% of the cost of Youngtown's improvement adequate fire flow when there is not a need for it and we will benefit ZERO from it.

Why would anyone think that the residents of Sun City are for this farce????? PLEASE DO NOT OK ARIZONA=AMERICAN WATER'S FIRE FLOW IMPROVEMENT PROJECT. It would greatly cause disastrous results on a lot of the Senior residents. Where were the questioners mailed????? Shirley and Wes Assink

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

04/18/2008-SUBMITTED TO DOCKET CONTROL: W-01303A-07-0209

04/18/2008-Responded with the following e-mail to customer-

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-222-7000.

Greg Freeman
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68025

Substantiated/Un-Substantiated not yet determined

Notes:

W.01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fa [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 68038

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Bill and Joan

Tucker

Account Name:

Home [REDACTED]

Street:

Work:

City:

CBR:

State:

AZ

Zi [REDACTED]

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Pho [REDACTED]

Nature of Complaint:

4/18/08 *****RECEIVED THROUGH CHAIRMAN GLEASON'S OFFICE *****

DOCKET NO. W-01303A-07-0209

April 12, 2008

Arizona Corporation Commission
Commissioner's Wing
1200 W. Washington, Second Floor
Phoenix, Arizona 85007-2996

Attention: Chairman Mike Gleason

Mr. Gleason:

We object to the 5 million dollar capital outlay request - not needed for Sun City residents.

AZ-AM's proposed Fire Flow Improvement Project unfairly forces Sun City residents to pay for Youngtown's problems.

Respectfully submitted,

[REDACTED]
[REDACTED]
[REDACTED]
cc: Commissioners: Kristin K. Mayes
William Mundell
Jeff Hatch-Miller

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Gary Pierce

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/18

April 18, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. and Ms. Tucker:

Your letter of April 12, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and emails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68038

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68027

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Irma Last: Moore

Account Name: Irma Moore

Home: (000) 000-0000

Street: N/A

Work:

City: Sun City

CBR: com

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/18/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

Irma Moore, Sun City, is not in favor of increase for fireflow.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

04/18/2008-SUBMITTED TO DOCKET CONTROL: W-01303A-07-0209- CUSTOMER DID NOT PROVIDE
CONTACT INFORMATION.
End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68027

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Greg Freeman**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 - 68017**Date:** 4/18/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:**

John & Anita

Navin

Account Name:

John & Anita Navin

Home: (000) 000-0000**Street:**

[REDACTED]

Work:**City:**

[REDACTED]

CBR:

[REDACTED]

State:

[REDACTED]

Zip: [REDACTED]**is:** E-Mail**Utility Company:**

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:04/18/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

From: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, April 14, 2008 3:05 PM

To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web

Subject: Fire Flow Improvement Project

We are strongly against the proposed Fire Flow Improvement Project. It is not to our benefit.

John & Anita Navin. [REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

04/18/2008-SUBMITTED TO DOCKET CONTROL: W-01303A-07-0209

04/18/2008-Responded with the following e-mail to customer-

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the

XI-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-222-7000.

Greg Freeman
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68017

Substantiated/Un-Substantiated not yet determined

Notes:

#W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68010

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Kenneth

Svee

Account Name:

Kenneth Svee

Home: [REDACTED]

Street:

Work:

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone: [REDACTED]

Nature of Complaint:

4/18/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE (ALSO SENT TO COMMISSIONER MAYES, MUNDELL, HATCH-MILLER & PIERCE):

RE: Docket No. W-01303A-07-0209

From: Ken Svee [mailto:[REDACTED]]

Sent: Wednesday, April 16, 2008 4:35 PM

To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web

Subject: Docket #W-01303A-07-0209 Fire Flow AAW

Arizona Corporation Commission members.

I read again in the Daily News Sun the article regarding the Sun City Fire Department's concern that there is opposition to the propose project. Chairman of the Sun City Fire Board and the Fire Chief are very critical of anyone being opposed to this project.

The project, as proposed, was initiated by the Arizona -American Water Company , not the Fire Board or the Fire Department. If the Board or the Fire Department was so concerned about the safety and ability to provide proper coverage, why did they not initiate this sooner. Probably because one concern is to have a good Fire Rating by the ISO. Sun City has a rating of--4-- that is very good.

Another reason these groups , and individuals such as myself, are opposed to the proposal, is the unacceptable procedure of doing a surcharge assessment prior to the project being completed. That is really fiscally unacceptable. You have everyone telling all persons having work to be done, DO NOT PAY UPFRONT. What is this but payment upfront. I say if the project is that needed ---do it then apply for compensation!!! That, is the way previous projects have ocured.

WJ. 01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

If this project is so necessary, and supported by the Fire Department then the Fire Department and the AAW should provide the Arizona Corporation Commission with evidence that the project will provide a better fire rating by the ISO and what the insurance savings will amount to. I cannot believe that the fire rating is as good as a 4 and the fire safety factor is, according to the Fire Department, so low.

I feel that the Arizona Corporation Commission should deny this request at this time. When the Arizona American Company can justify this project then it should be considered and only after completion.

Kenneth Svee
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

4/18/2008 - Email to Customer:

April 18, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. Svee,

Your email dated April 16, 2008 regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Gleason's office has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. Commission staff appreciates your comments and the interest taken on the proposed rate increase.

Mr. Svee as an FYI, I would like to inform you that the Administrative Law Judge ("ALJ") assigned to the AAWC Sun City rate case has issued a "Recommended Opinion & Order ("ROO")" which was docketed on 4/17/2008 and tentatively scheduled for the Commissions working session and Open Meeting scheduled on 5/7/2008 & 5/8/2008.

The ROO will be available for public review online at the Commission website (www.azcc.gov) thru the E-Docket database. For more information regarding the ROO and/or tentative scheduled Open Meeting date please contact the Docket Control Center at (602) 542-3477 or the Hearing Division at (602) 542-4250.

Please feel free to call me directly at [REDACTED], if I can further assist you in addressing any questions or concerns related to this matter.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 4/18/2008

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68029

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Benn

Smith

Account Name:

[REDACTED]

Home:

[REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR:

[REDACTED]

State:

AZ

Zip:

[REDACTED]

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET No. W-01303A-07-0209

Email from customer:

From:

[REDACTED]

Sent: Monday, April 14, 2008 3:03 PM

To: Gleason-WebEmail

Subject: AZ-AM's RATE INCREASE REQUEST

Mike Gleason,

Please do not approve above request!

Sun City should not have to pay for Youngtown's problems.

Thank you,

Ben Smith (Sun City)

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/18/2008 Submitted to Docket Control

4/18/2008 Email to the customer:

Dear Ben Smith,

Your opinion regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in comments from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please feel free to call at 1-800-222-7000.

Thank you,

Alaina Braddy
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed:

Opinion No. 2008 - 68029

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68024

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Willard and Patricia Ross

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division:

Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

***** REFERRED BY CHAIRMAN GLEASON'S OFFICE *****
OPINION OPPOSED: DOCKET No. W-01303A-07-0209

Email from customer:

From: [REDACTED]
Sent: Monday, April 14, 2008 11:54 AM
To: Gleason-WebEmail
Subject: Arizona American Water Company:

Willard Ross
P.O. Box 2513
Sun City, AZ. 85372
623-972-1767

Arizona Corporation Commission,
Attn. Chairman Mike Gleason:

In regards to Arizona American Water Co. request for an increase in fees to improve fire safety in Sun City, I feel this is not a good time for further rate increase.

The economy in a down turn and inflation at an all time high with a forecast of gasoline to reach \$4.00 per gallon by summer, the price of food, clothing, gasoline and milk have doubled in the past two years, the RCSC raised our Recreation Center fees in January and the Commission just approved an increase for both APS and AAWC. Your actions will only place another burden on our city. Now it is our turn and we expect you to use good judgment and vote against this and future requests for rate increases from American Arizona Water Co. The need to improve the water flow is another scam by AAWC to bleed us for money that many of us don't have at this time. I have been in Sun City for 13 years and only heard of one fatality fire where a daughter and her

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

mother were victims.

Sun City soon will be 50 years old, the home owners should have working home fire extinguishers, smoke detectors that have been checked by our fire department annually. This is the best defense for Stove and Dryer fires that spread rapidly.

I would appreciate a reply to my e-mail with an explanation as to why this item is so immediately important after a water increase has already been approved by the Arizona Corporation Commission.

Sincerely,

Willard and Patricia F. Ross

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

4/18/2008 Submitted to Docket Control on April 18, 2008

4/18/2008 The below letter was emailed to the customer.

4/18/2008

Dear Willard and Patricia Ross,

Your opinion regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in comments from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please feel free to call at 1-800-222-7000.

Thank you,

Alaina Braddy
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED***

End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68024

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68030

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Carol

O'Connor

Account Name:

Home: [REDACTED]

Street:

Work:

City:

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone: [REDACTED]

Nature of Complaint:

*****REFERRED BY CHAIRMAN GLEASON'S OFFICE and CC'D TO ALL
COMMISSIONERS*****

OPINION OPPOSED: DOCKET No. W-01303A-07-0209

From: [REDACTED]

Sent: Saturday, April 12, 2008 8:02 AM

To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web

Subject: Arizona American Water Fire Flow Improvement Project

I am a resident of Sun City, Arizona

I am totally against this project since in the month of Feb 2008, only 3 of the 898 incidents to which the Sun City Fire Department responded were actual fires; the ACC requires potable water to be delivered at 20 psi and there is no requirement for 15000 gallons per minute fire flow No other comparable Arizona-regulated water utility has ever oversized its system beyond ACC standards The Residential Utility Consumers' Office (RUCO) believes fire flow modifications are discretionary and is not in favor of AZ-AM obtaining approval for a surcharge to fund the cost of oversizing its system.

Carol O'Connor

End of Complaint

Utilities' Response:

N/A

End of Response

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/18/2008 submitted to Docket Control

4/18/2008 Letter emailed to customer:

Dear Carol O'Connor,

Your opinion regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in comments from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please feel free to call at 1-800-222-7000.

Thank you,

Alaina Braddy
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68030

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 68036

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Mr. Last: Warner

Account Name: Mr. Warner

Home: (602) [REDACTED]

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

Opinion left on telephone:

We do not approve of asking those living in Sun City to be supporting of things needed in Youngtown.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/18/08 I contacted Mrs. Warner and informed her that the opinion had been received and will be filed in the docket. She appreciated the follow up call. Closed

Filed in Docket No. W-01303A-07-0209

End of Comments

Date Completed: 4/18/2008

Opinion No. 2008 - 68036

W. 01303A.07.0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 68034

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Fred Last: Steele

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: AZ [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/17 ***** RECEIVED THROUGH CHAIRMAN GLEASON'S OFFICE ***** DOCKET NO. W-01303A-07-0209

From: Steele [REDACTED]
Sent: Wednesday, April 16, 2008 1:34 PM
To: Gleason-WebEmail
Subject: Arizona American fire flow plan

April 16, 2008

Dear Commissioner Gleason,

I am opposed to Arizona Americans fire flow plan. If February, 2008 is typical, only 3/10 of 1 percent of the calls to the fire department involved fire. It seems buying an ambulance to respond to health emergencies instead of sending out fire trucks would be a logical improvement rather than over building the water system.

Arizona American has been sending out letters to sell insurance on the water system for the portion between the meter and the house (the part the home owner is responsible for). Increasing the water pressure will probably cause

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

hundreds of ruptures in the water lines and generate more money for the water company.

Raising the rates is probably necessary but charging customers 5 million dollars for unnecessary improvements for the fire flow project is unnecessary.

Sincerely

Fred Steele
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

April 18, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. Steele:

Your email of April 16, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and emails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/18/2008

W. 01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 68031

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Don and Jeannie Last: Lewis

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****RECEIVED THROUGH CHAIRMAN GLEASON'S OFFICE***** CC'D TO ALL
COMMISSIONERS***** DOCKET NO. W-01303A-07-0209 *****

From: Eugenia Lewis [REDACTED]
Sent: Monday, April 14, 2008 2:06 PM
To: Gleason-web@azcc.gov Mayes-web@azcc.gov Mundell-web@azcc.gov Hatch-web@azcc.gov Pierce-web@azcc.gov
Subject: Fire Flow Improvement Project

Dear Commissioners,

We are against the fire flow surcharge mechanism. This will not help Sun City and will hurt condo owners such as us.

Please do not grant this request by Arizona American Water.

Thank you very much for your consideration.

Sincerely,
Don and Jeannie Lewis

[REDACTED]
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/18
April 18, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. and Ms. Lewis:

Your email of April 14, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and emails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments*

Date Completed: 4/18/2008

Opinion No. 2008 - 68031

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2008 - 68071**Date:** 4/21/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Margaret **Last:** Mihalik**Account Name:** Margaret Mihalik**Home:** (000) 000-0000**Street:** N/A**Work:****City:** Sun City**CBR:** [REDACTED]**State:** AZ **Zip:** 00000**Is:** E-Mail**Utility Company:** Arizona - American Water Company**Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

04/21/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

From: Margaret Mihalik [mailto:[REDACTED]]
Sent: Sunday, April 20, 2008 1:38 PM
To: [REDACTED]
Subject: FIRE FLOW SURCHARGE

I DO NOT APPROVE of the Fire Flow Surcharge mechanism.

Margaret Mihalik of Sun City
End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

04/21/2008-SUBMITTED TO DOCKET CONTROL: W-01303A-07-0209

04/21/2008-Responded with the following e-mail to customer-

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's

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application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-222-7000.

Greg Freeman
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/21/2008

Opinion No. 2008 - 68071

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68072

Date: 4/21/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** George and Shirley **Last:** Webster

Account Name: George and Shirley Webster

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/21/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

From: George [mailto:[REDACTED]]
Sent: Sunday, April 20, 2008 12:28 PM
To: Gleason-WebEmail
Cc: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: AZ-AM's proposed fire flow project

Dear Chairman Gleason:

I sincerely hope that you and the Commission will reject the proposal by AZ-AM to make major capital expenditures with the goal of raising the flow and water pressures in Sun City and certain contiguous areas to what so many of us believe are unnecessary levels. If Youngtown has serious problems that need to be addressed, let them address them, but not at the expense of Sun City residents.

Sun City is already meeting the ACC standards. We are not in favor of AZ-AM getting approval for a big surcharge to fund their cost of oversizing the system.

Sincerely,

George and Shirley Webster
[REDACTED]
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

04/21/2008-SUBMITTED TO DOCKET CONTROL: W-01303A-07-0209

04/21/2008-Responded with the following e-mail to customer-

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-222-7000.

Greg Freeman
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/21/2008

Opinion No. 2008 - 68072

Substantiated/Un-Substantiated not yet determined

Notes:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

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Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 **68068**

Date: 4/21/2008

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

First:

Last:

Complaint By:

Susan

MacKay

Account Name:

Susan MacKay

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Betty Camargo
Sent: Monday, April 21, 2008 10:45 AM
To: Connie Walczak
Subject: FW: Youngtown fire flow issue Docket # W01303A-07-0209

From: Susan MacKay [mailto:[REDACTED]]
Sent: Sunday, April 20, 2008 1:23 PM
To: Gleason-WebEmail
Subject: Youngtown fire flow issue Docket # W01303A-07-0209

April 20, 2008

Arizona Corporation Commission
ATTN: Mike Gleason
Commissioners Wing
1200 W. Washington- 2nd Floor
Phoenix, AZ 85007

Mr. Gleason:

This letter is to voice my full support of the fire flow issue that is currently plaguing Youngtown, Arizona, and to strongly urge you to support the recent recommendation of Docket #W01303A-07-0209.

This issue is a matter of bringing old, antiquated fire systems up to current codes, and providing basic, expected services to residents of our area. Public safety must be the priority in this decision. As public officials, we

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

cannot base decisions solely on cost. Cost must be a factor; however, in good conscious public officials must consider the safety and well being of the citizens that their decisions impact. We are entrusted with doing the right thing for the public we represent.

I have the good fortune to live in Agua Fria Ranch in Youngtown. This newer subdivision has all the modern amenities and necessities of adequate fire protection. However, in the original section of Youngtown this is not the case. If a substantial fire occurred in the older section of Youngtown, the damage could be devastating. This damage would be a direct result of not having adequate water pressure from the fire hydrants to fully fight a major fire.

There are several key factors as to why a resolution to this issue is immensely needed:

1. The older section of Youngtown consists of a majority of older residents. By this fact alone, this means that some of these residents are in poor health, possibly disabled, and might need assistance in moving about. If a fire were to occur in a home where the resident embodies one of these issues, it is very likely that the resident would not be able to leave their home in a timely fashion- greatly increasing the risk of a fatality if the resident cannot escape and the firefighters are not able to quickly start putting out the fire due to needing to search for a hydrant with adequate pressure.
2. Homes in Youngtown are built very close together. If one home is to catch fire, the likelihood of a neighboring house also being lost is also high.
3. Most homes in this section of Youngtown have shingle roofs. If there were a substantial fire, shingles would burn quicker than roof tiles as in Agua Fria Ranch.
4. Most homes in the older section of Youngtown have mature landscaping in the front and/or back yards. In a large fire, the fire could spread easier with mature landscaping, as the landscaping would provide fuel for the fire.
5. Most homes in the older section of Youngtown do not have block wall fences surrounding their property. Thus, if a major fire were to occur at a neighboring home, there would not be the added benefit and protection of a block wall to help prevent the fire from spreading.

All of these reasons are valid arguments as to why fast and prudent fighting of fires is needed. If the fire department is delayed at all due to not having enough water pressure or lack of having a sufficient number of hydrants, the risk of losing homes and/or lives exponentially increases.

I know that some residents may argue that they are on a fixed income and cannot financially afford an increase of any type in their utility bill.

First, we all have the civic duty and responsibility to help fund fire prevention and protection. We all need to help in funding a modernization of our fire protection- to protect not only ourselves but also our neighbors. If a fire were to occur, the cost to the owner would be much greater than this proposed increase of just a few extra dollars a month. Even with insurance, most policies require a large deductible before any payout occurs.

Secondly, Arizona American Water has proposed to implement a special assistance program for residents who need extra financial help in offsetting the impact of the increased water utility cost. Moreover, the proposed increase would be less than \$1.50 per month. The benefit of sufficient fire fighting capability is so much greater than the minimal increased cost. Adequate fire protection should be a nominal service that is offered to everyone. If you live in a city or town, in your home you rightfully expect to be safe and guarded against threats such as inadequate fire protection.

In reference to an increased in cost for this service to occur, gas prices have risen substantially over just the last few years, at rates many times more than what is being discussed here. Cost of living has increased for

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

everyone in almost every aspect of daily life, many times without concessions or programs to help assist with these rising costs. The fire flow issue is a matter of public safety and well-being, and there is a program to help residents if needed with the increased costs.

This proposal of modernizing fire flow not only affects Youngtown but also Sun City and parts of Peoria. These areas have virtually the same key factors for needing this improvement as Youngtown.

With fire being able to cause such costly property damage and emotional distress, and increases the possibility of death or injury, I cannot fathom why anyone would not want to support any measure that can be done at a minimal cost to help provide a safer environment for everyone in our community. This is a simple matter of bringing our current systems up to code, and providing a basic service to residents that should be expected to be provided no matter where you live.

I fully support a decision to help improve the fire protection in Youngtown.

Thank you,

Susan MacKay

[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/21/08 I contacted customer and informed her that her opinion had been received and that it will get filed in the docket. She appreciated the information. closed

Filed in Docket No. W-01303A-07-0209

End of Comments

Date Completed: 4/21/2008

Opinion No. 2008 - 68068
